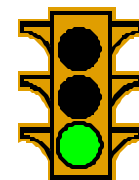# MEMBER SERVICES DIVISION DASHBOARD
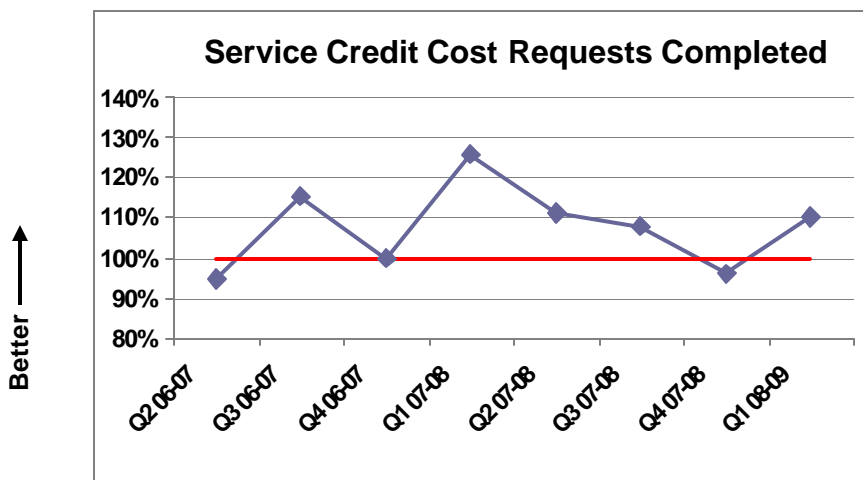
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STRATEGIC GOALS

VI. *Administer pension benefit services in a customer oriented and cost effective manner.*

MEASURE:

Percent of service credit cost requests completed, compared to the number received.

Service Credit Cost Requests Completed

Better →

Target: *100%*

Year	Q1	Q2	Q3	Q4
2008-09	110%			
2007-08	126%	111%	108%	96%
2006-07	106%	95%	115%	100%

INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
• Continue filling Service Costing positions immediately upon vacancy. • Continue functional training of Service Credit Costing staff. • Continue MBSD metrics program to monitor incoming and outgoing workload.	• Timely completion of recruitments and hiring process. • New staff attend MBSD functional training program and are assigned a training mentor. • Review monthly metric data to ensure targets are on schedule.

COMMENTS:

- The number of service credit cost requests completed in a quarter can exceed 100% of the number received. This occurs because the completed requests include a combination of requests received during a quarter and requests already in the inventory. There is normally an existing working inventory, which was 2,399 requests at the end of 1st Quarter 2008-09.
- The percentage of completed service credit cost requests can fluctuate each quarter depending on increases and decreases in the number of requests received.

1st Quarter 2008-09
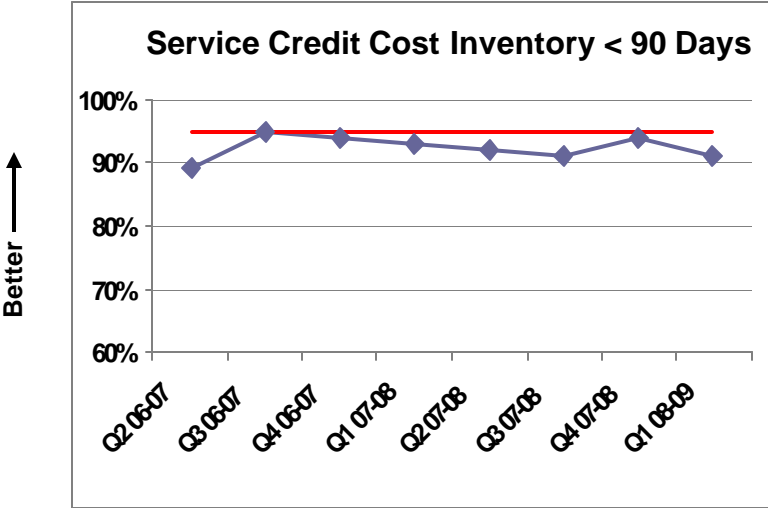
MEMBER SERVICES DIVISION DASHBOARD

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STRATEGIC GOALS

VI. *Administer pension benefit services in a customer oriented and cost effective manner.*

Service Credit Cost Inventory < 90 Days

Better →

(chart: line graph showing percentages from Q2 06-07 through Q1 08-09, target line at 95%)

Q2 06-07, Q3 06-07, Q4 06-07, Q1 07-08, Q2 07-08, Q3 07-08, Q4 07-08, Q1 08-09

MEASURE:

Percent of service credit cost requests completed within 90 days of receipt.

Target: *95%*

Year	Q1	Q2	Q3	Q4
2008-09	91%			
2007-08	93%	92%	91%	94%
2006-07	94%	89%	95%	94%

INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
• Continue filling Service Credit Costing positions immediately upon vacancy. • Continue functional training of Service Credit Costing staff. • Continue MBSD metrics program to monitor incoming and outgoing workload.	• Timely completion of recruitments and hiring process. • New staff attend MBSD functional training program and are assigned a training mentor. • Review monthly metric data to ensure targets are on schedule.

1st Quarter 2008-09

COMMENTS:

- 100% completion rate cannot be attained due to items that are constrained for such reasons as missing employer payroll data, reviews by other divisions, pending legal decisions, etc.
- Most Present Value cost requests are constrained for 60 days due to staff waiting for the current month payroll to post.
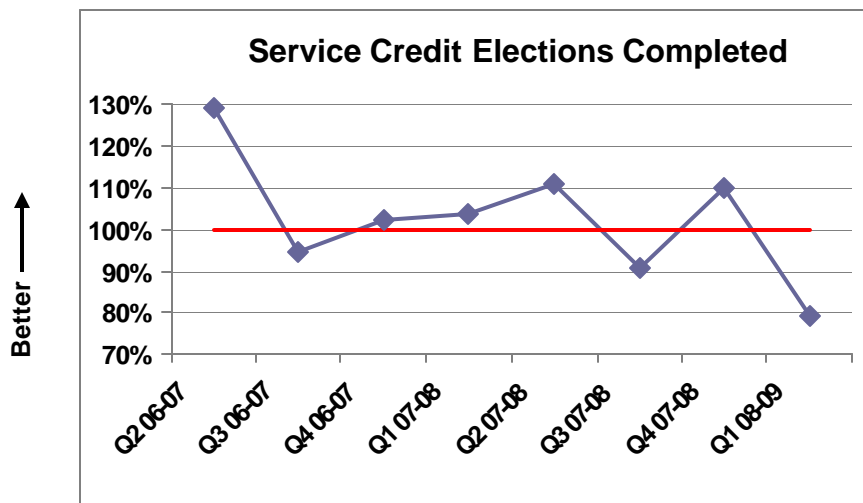
MEMBER SERVICES DIVISION DASHBOARD

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STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

Service Credit Elections Completed

Better →

INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
• Continue filling Service Credit Election positions immediately upon vacancy. • Continue functional training of Service Credit Election staff. • Continue MBSD metrics program to monitor incoming and outgoing workload.	• Timely completion of recruitments and hiring process. • New staff attend MBSD functional training program and are assigned a training mentor. • Review monthly metric data to ensure targets are on schedule.

1st Quarter 2008-09

MEASURE:

Percent of service credit elections completed, compared to the number received.

Target: *100%*

Year	Q1	Q2	Q3	Q4
2008-09	79%			
2007-08	104%	111%	91%	110%
2006-07	90%	129%	95%	102%

COMMENTS:

- The number of service credit election requests completed in a quarter can exceed 100% of the number received. This occurs because the completed requests include requests received during a quarter and requests already in the work inventory.
- The percentage of completed service credit election requests can fluctuate each quarter depending on increases and decreases in the number of requests received.
- We were short 3.5 of the 7 elections staff during this quarter due to turnover. All but the half-time position have now been filled, and all new staff are being trained.
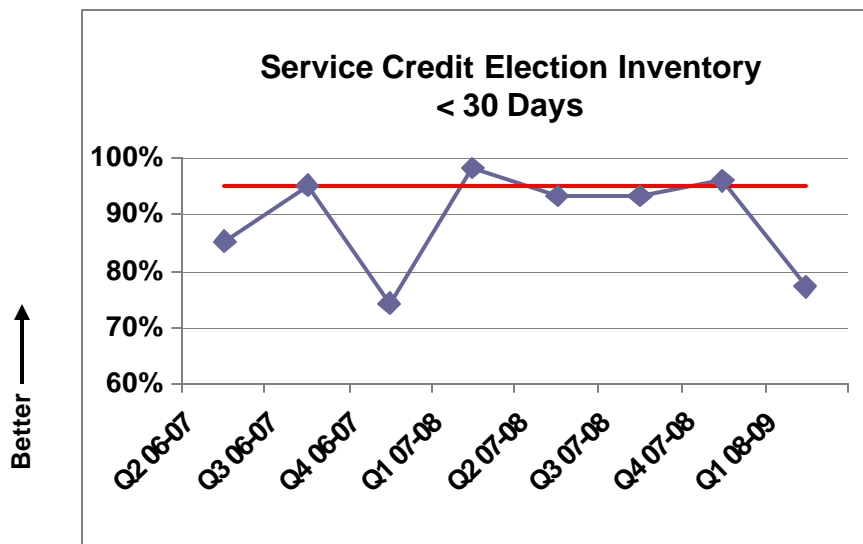
MEMBER SERVICES DIVISION DASHBOARD

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STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of service credit elections processed within 30 days of receipt.

Service Credit Election Inventory < 30 Days

Target: *95%*

Year	Q1	Q2	Q3	Q4
2008-09	77%			
2007-08	98%	93%	93%	96%
2006-07	76%	85%	95%	74%

INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
• Continue filling Service Credit Election positions immediately upon vacancy. • Continue functional training of Service Credit Election staff. • Continue MBSD metrics program to monitor incoming and outgoing workload.	• Timely completion of recruitments and hiring process. • New staff attend MBSD functional training program and are assigned a training mentor. • Review monthly metric data to ensure targets are on schedule.

COMMENTS:

- 100% completion rate cannot be attained due to items that are constrained, for such reasons as financial institution delays for pending rollovers, incomplete paperwork submitted by member, pending legal decisions, etc.
- The measure decreased from 96% in Q4 of 2007-08 to 77% in Q1 of 2008-09, while the service credit election inventory increased from 280 to 925 items. There is a fairly consistent number of constrained items in the inventory at all times; however, the number of items older than 30 days increased from 11 to 210.
- We were short 3.5 of the 7 elections staff during this quarter due to turnover. All but the half-time position have now been filled, and all new staff are being trained.

1st Quarter 2008-09

ATTACHMENT B-9